

Budget Workshop 2021/22 – 2022/23

June 15, 2021



CHARLOTTE COUNTY
FLORIDA

Agenda

- Financial Trends for Efficient & Effective Government
- Efficient & Effective Government Goals
 - Culture (Great place to work)
 - Continuous Improvement
 - Employee Health Center
 - Run-Grow-Transform
 - Efficiencies

Efficient & Effective Government

To manage fiscally sound county operations
with a culture of transparency, accountability,
citizen engagement and innovation.



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Financial Trends



Efficient & Effective Government

Budget & Admin. Services

Fiscal

Information Technology

Real Estate

Purchasing

Records Management

Fleet

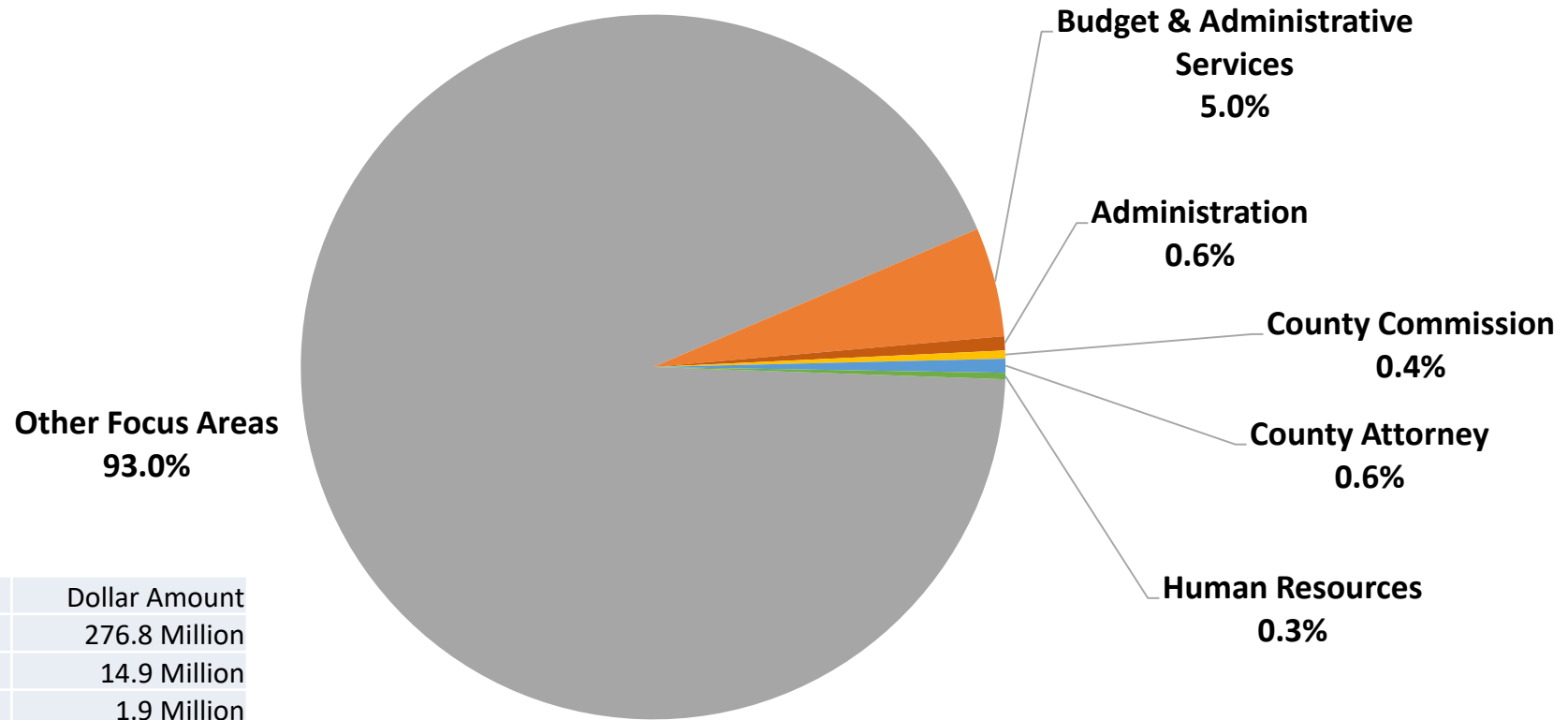
Administration

County Attorney

Human Resources

Where does the money go?

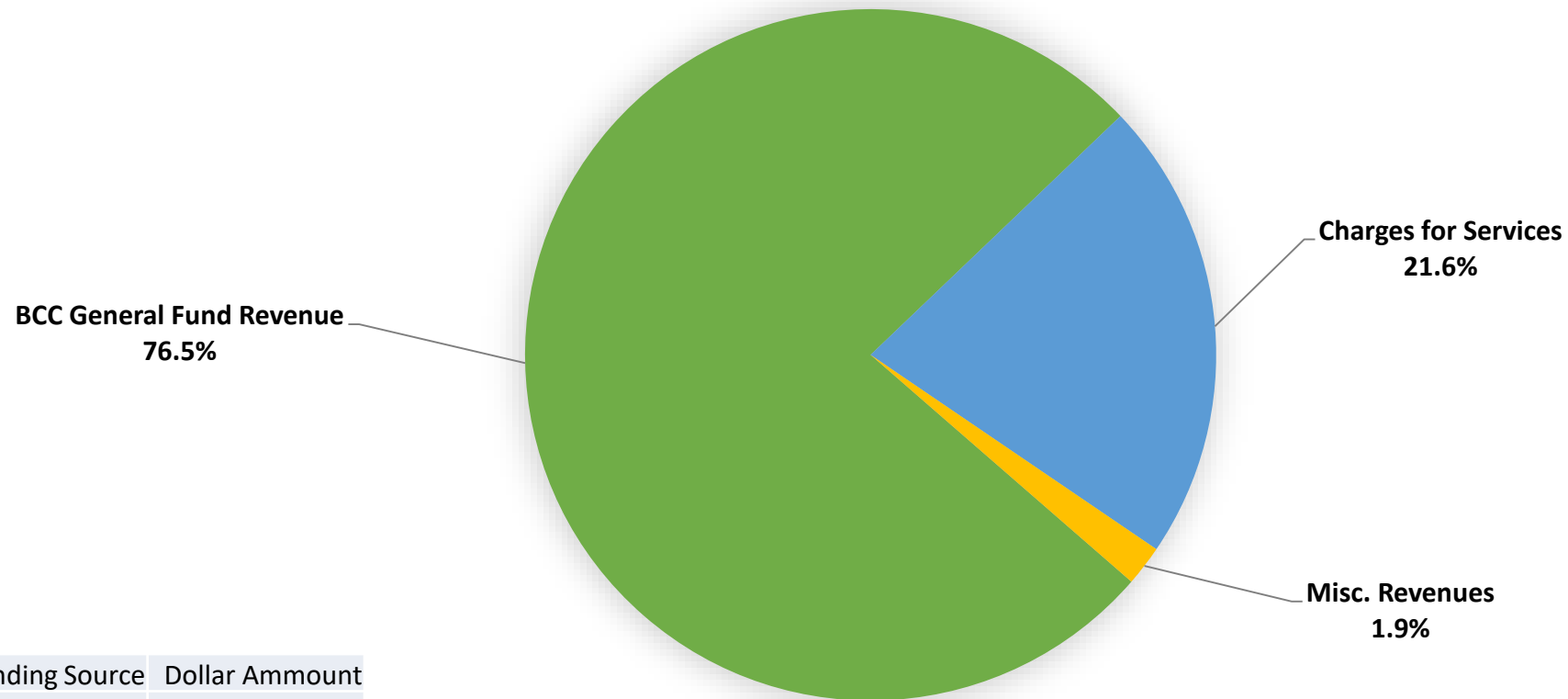
Efficient & Effective Government Proportional to All Expenditures



Focus Area	Dollar Amount
Other Focus Areas	276.8 Million
Budget & Administrative Services	14.9 Million
Administration	1.9 Million
County Commission	1.1 Million
County Attorney	1.9 Million
Human Resources	.9 Million

Where does the money come from?

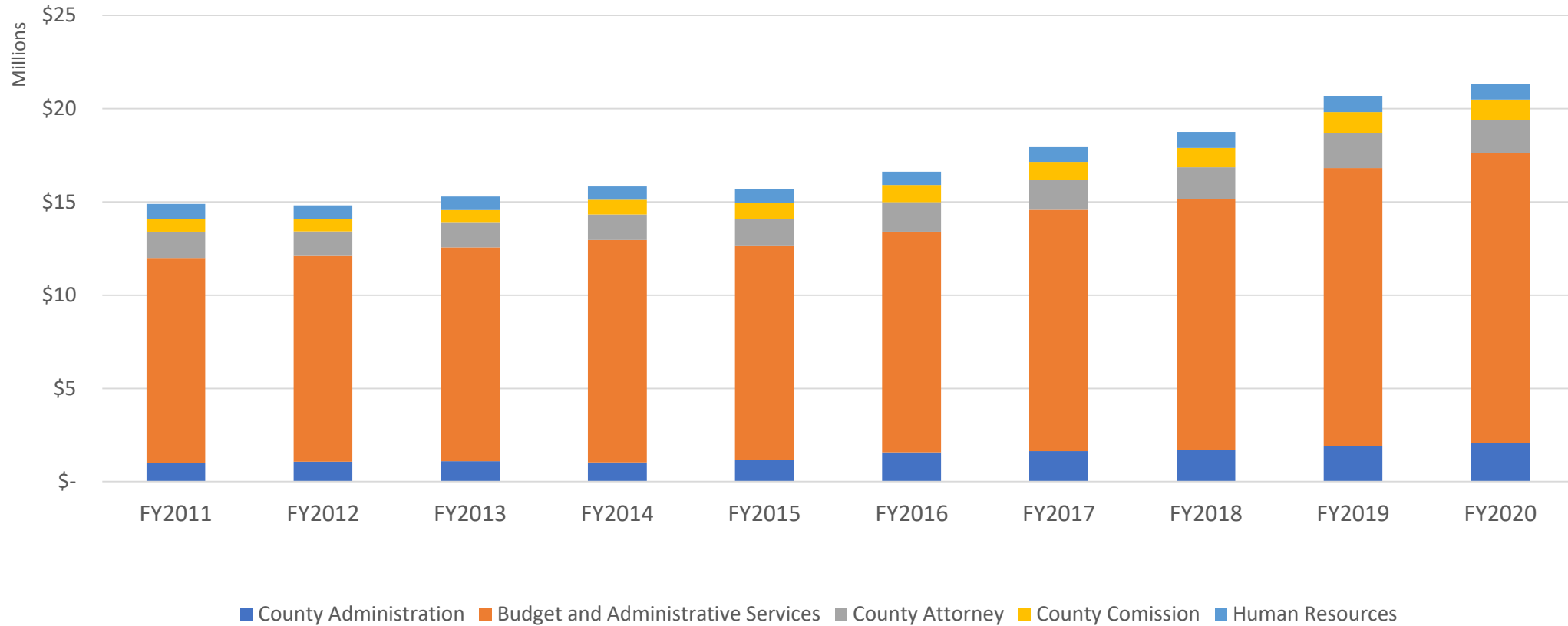
Efficient & Effective Government Revenue Sources



Funding Source	Dollar Ammount
BCC General Fund Revenue	15.8 Million
Charges for Services	4.5 Million
Misc. Revenues	.4 Million

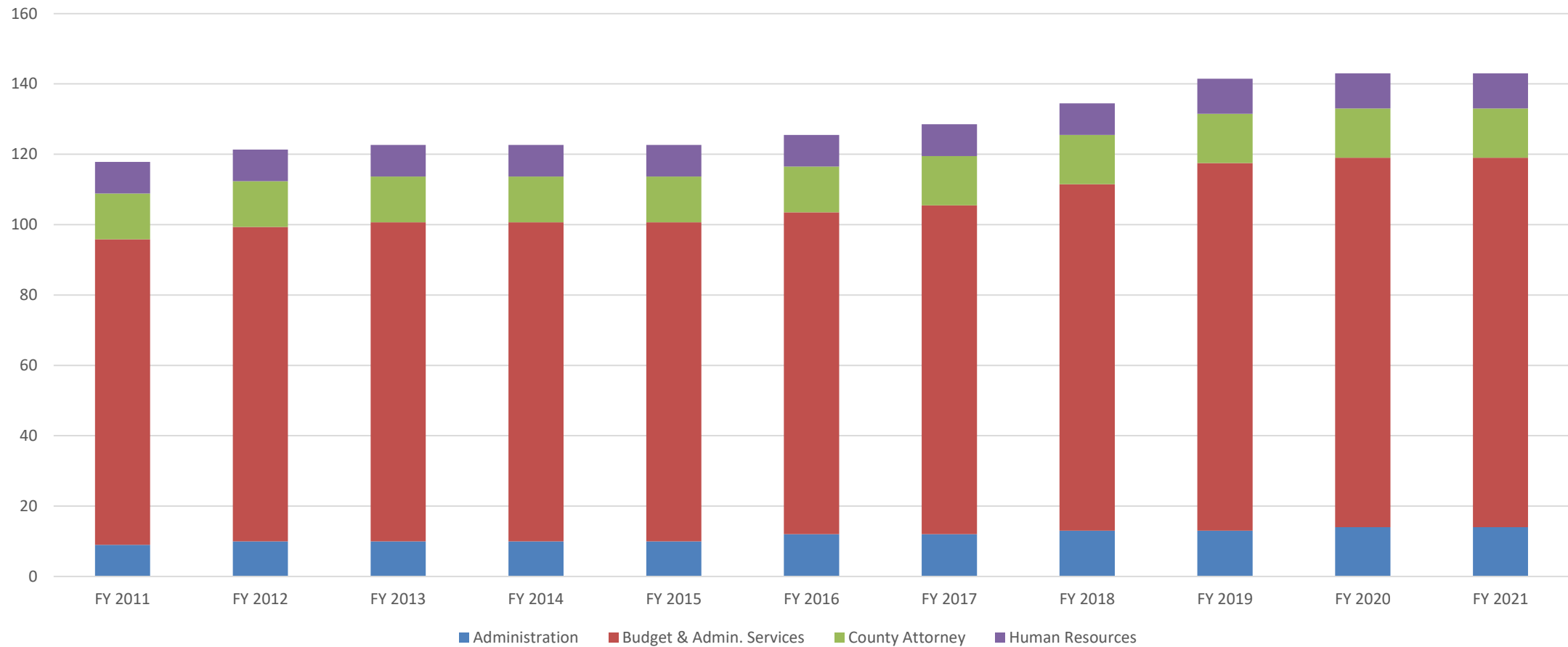
Historical Trend

Total Expenditures by Department



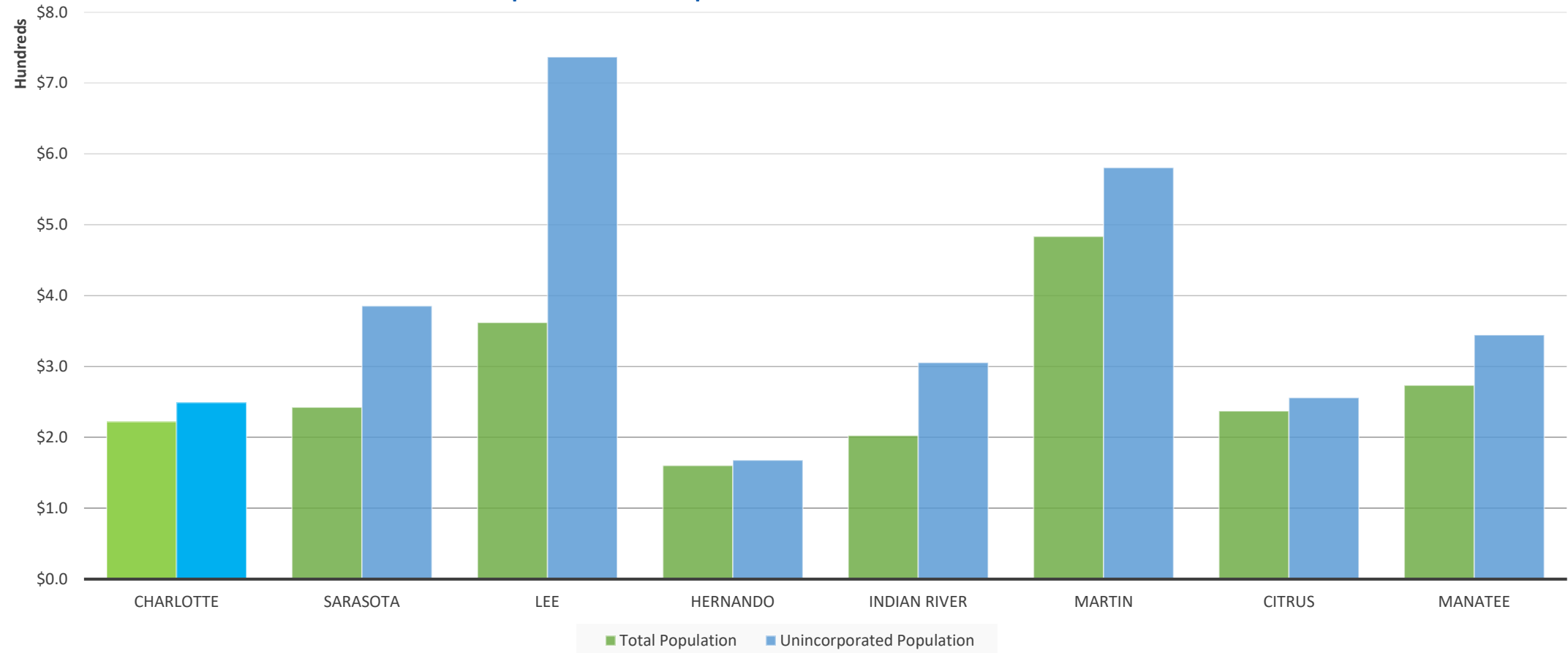
Historical Trend

Total FTE by Department



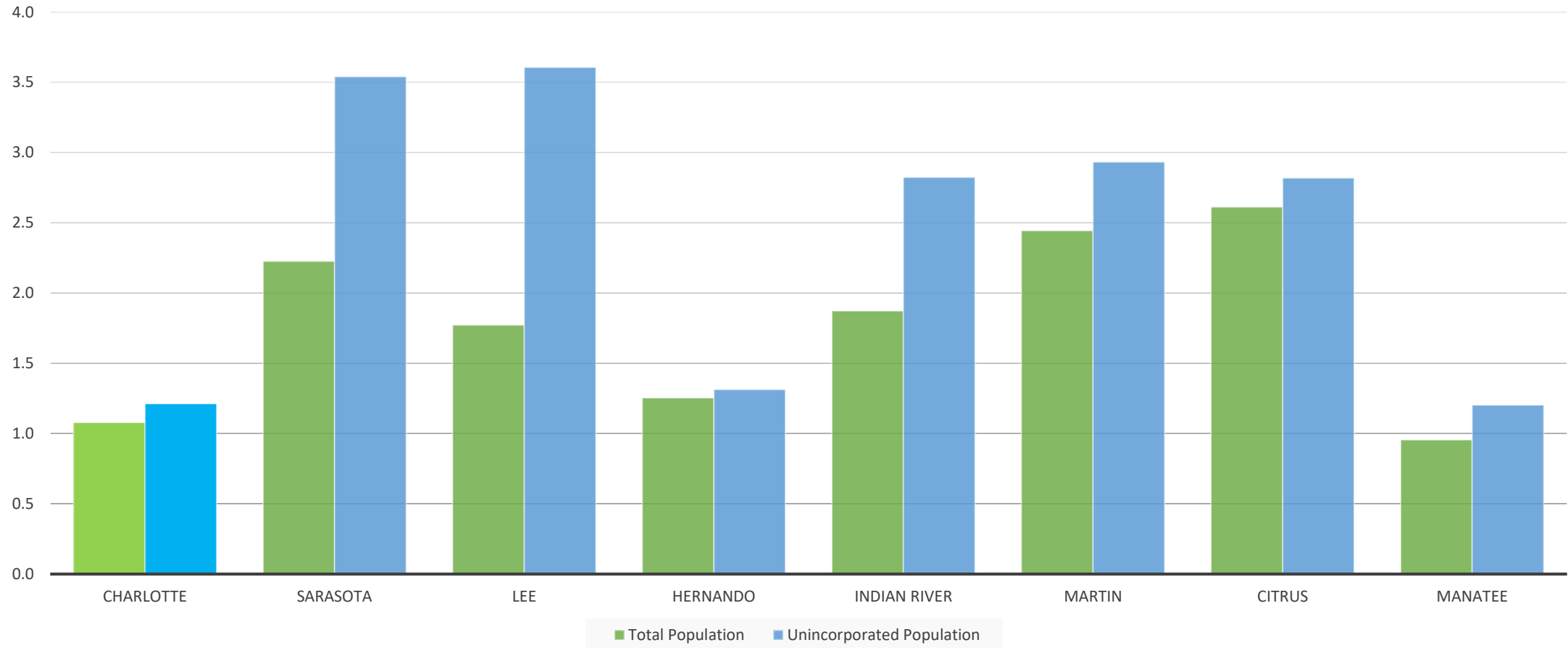
County Comparison

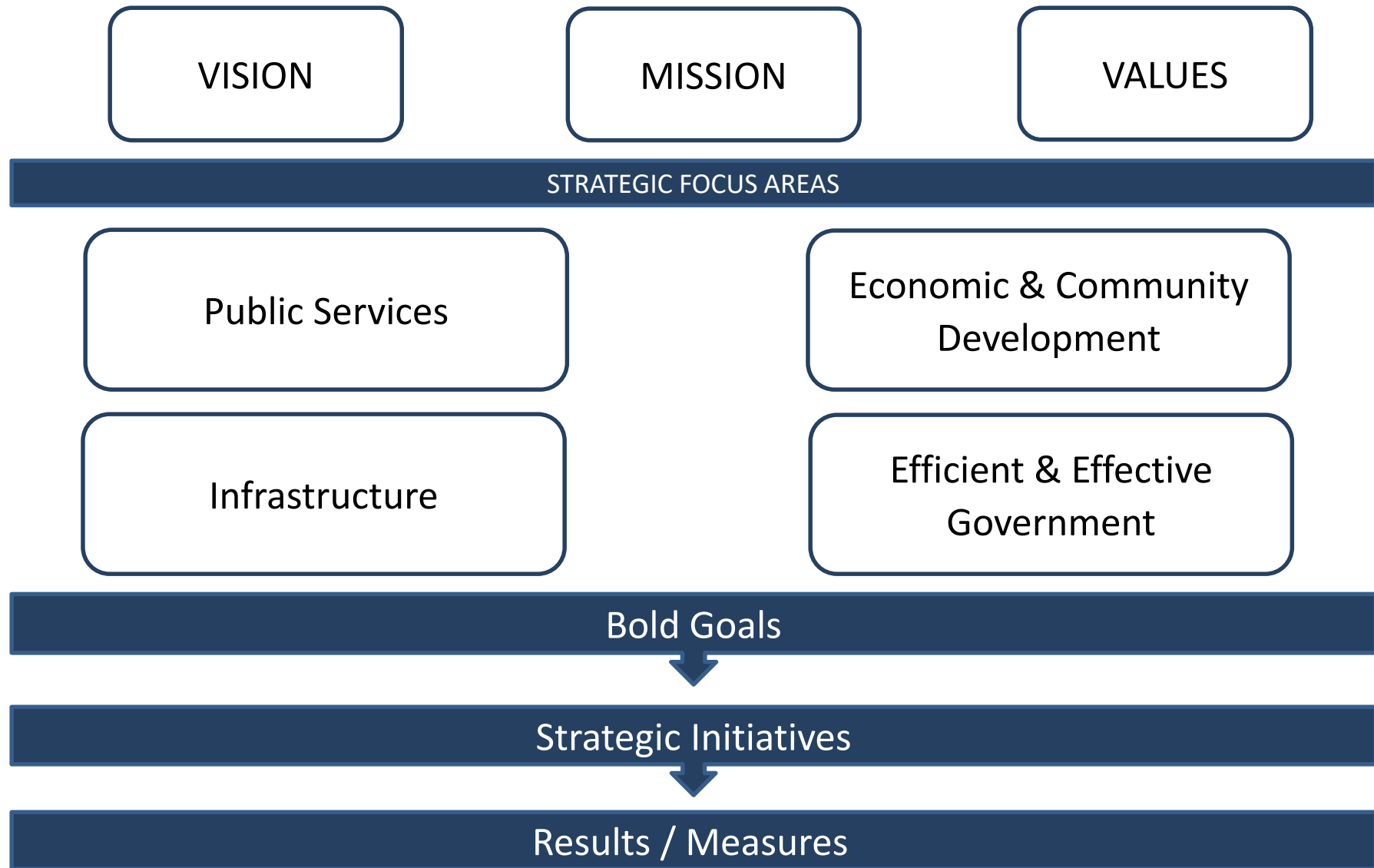
\$ Spent Per Capita on General Government



County Comparison

FTE Per 1,000 for General Government





Efficient & Effective Government

Revised Goals

- Ensure Culture as “Great Place to Work”
- Increase “Line of Sight”
- Ensure Culture of continuous improvement

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“Great Place to Work”



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FLORIDA

MISSION

Delivering Exceptional Service

VISION

**To preserve and enrich our
community's quality of life
for those who live, work and play
in our paradise.**

VALUES

**Charlotte CARES
Committed
Accountable
Resourceful
Energetic
Supportive**



Mission, Vision & Values

BCC approved MVV on Dec. 10, 2019

Rollout launched February 2020

- Meeting In A Box, facility signs, Hector's column
- Badge reels, lanyards, stickers, mouse pads, tent cards, etc.
- Meeting guides, Connect@Work digital toolbox
- Pandemic pause March 2020

Mission, Vision & Values

MVV re-launch May 2021

- Signage installed in prominent common areas
- Exceptional Service Award coins
- Resume Meeting In A Box
- Signs in rooms 119 & B106, Admin & BCC conference rooms,
Human Resources training/orientation room

Mission, Vision & Values



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Delivering Exceptional Service

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To preserve and enrich our community's quality of life for those who live, work and play in our paradise.

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Increasing Line of Sight

Line of sight means that employees can see the connection between their goals and the organization's goals. The benefits are many – to ensure that employee's best efforts are helping achieve the organization's goals, as well as to help them know that the work they're doing matters.

Increasing Line of Sight

Ambassador Program

Leadership Development Program

Connect@Work Monthly Report email

Strategic Plan messaging

Meeting In A Box

Increasing Line of Sight

Facility tours

Virtual tours

Employee training

Employee orientation

Teambuilding workshops

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Employee Health Center

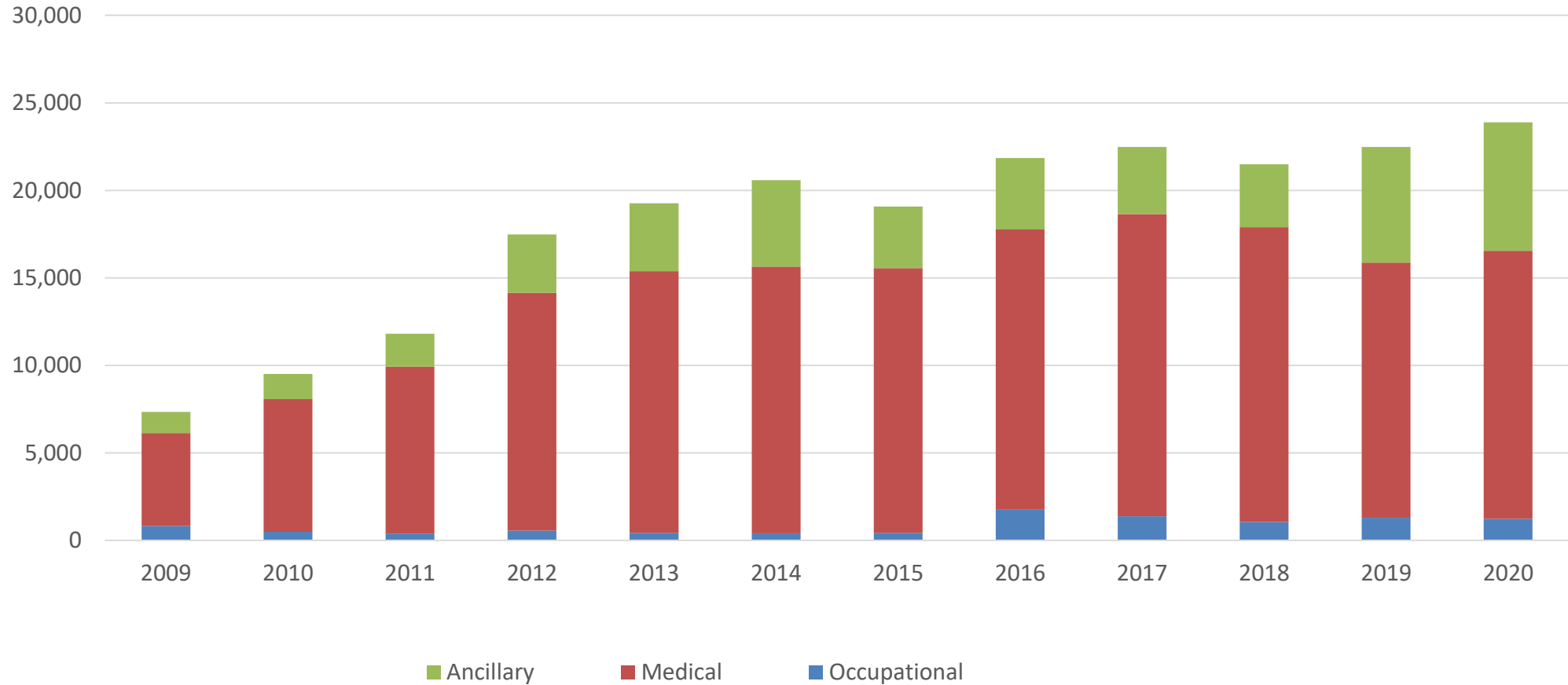


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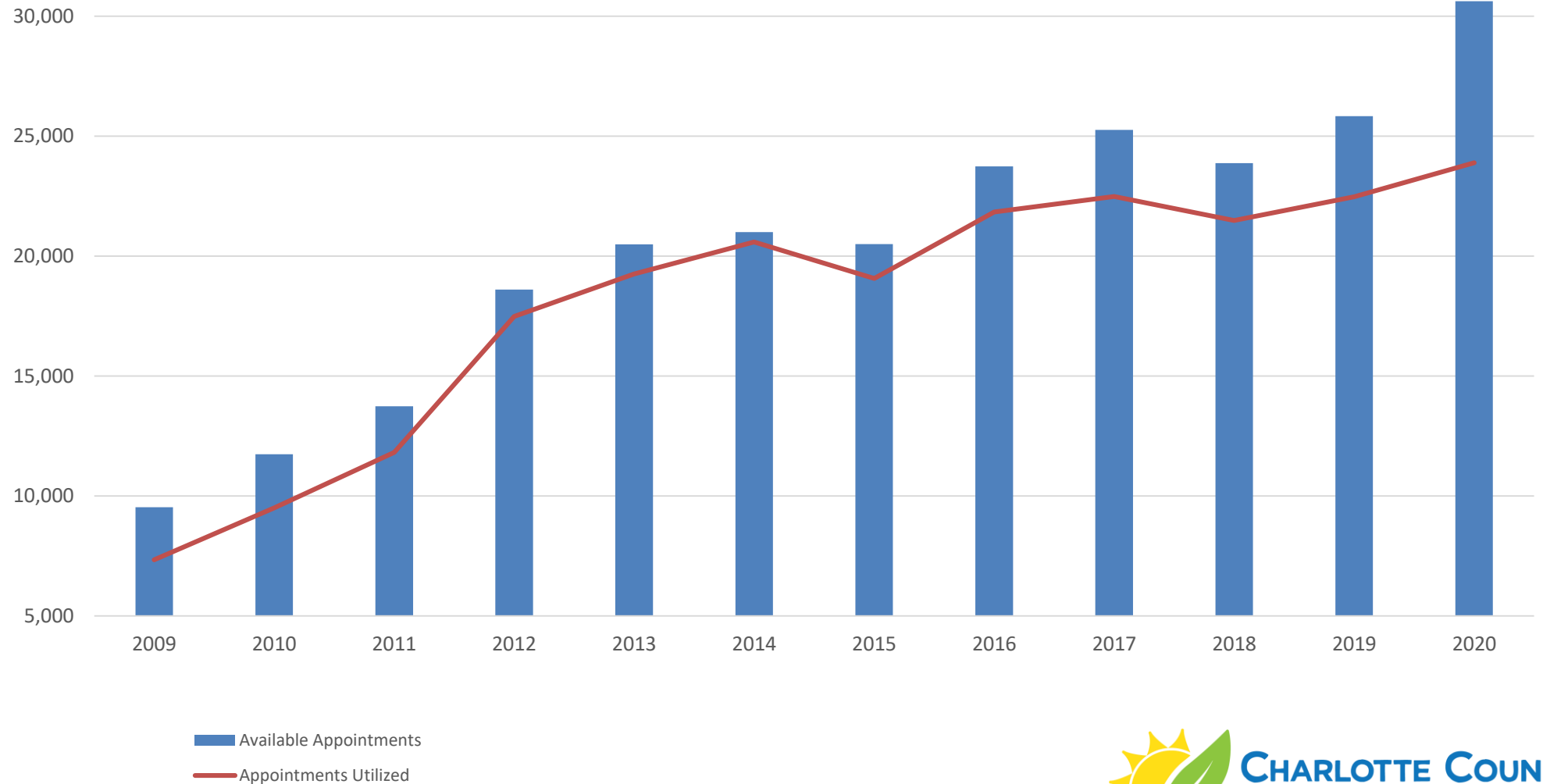
Employee Survey

- Important reason why I came to work here 88%
- Important reason why I remain here 88%
- Satisfied with benefits and wellness programs 92%
- Customer service from Risk Management 97%

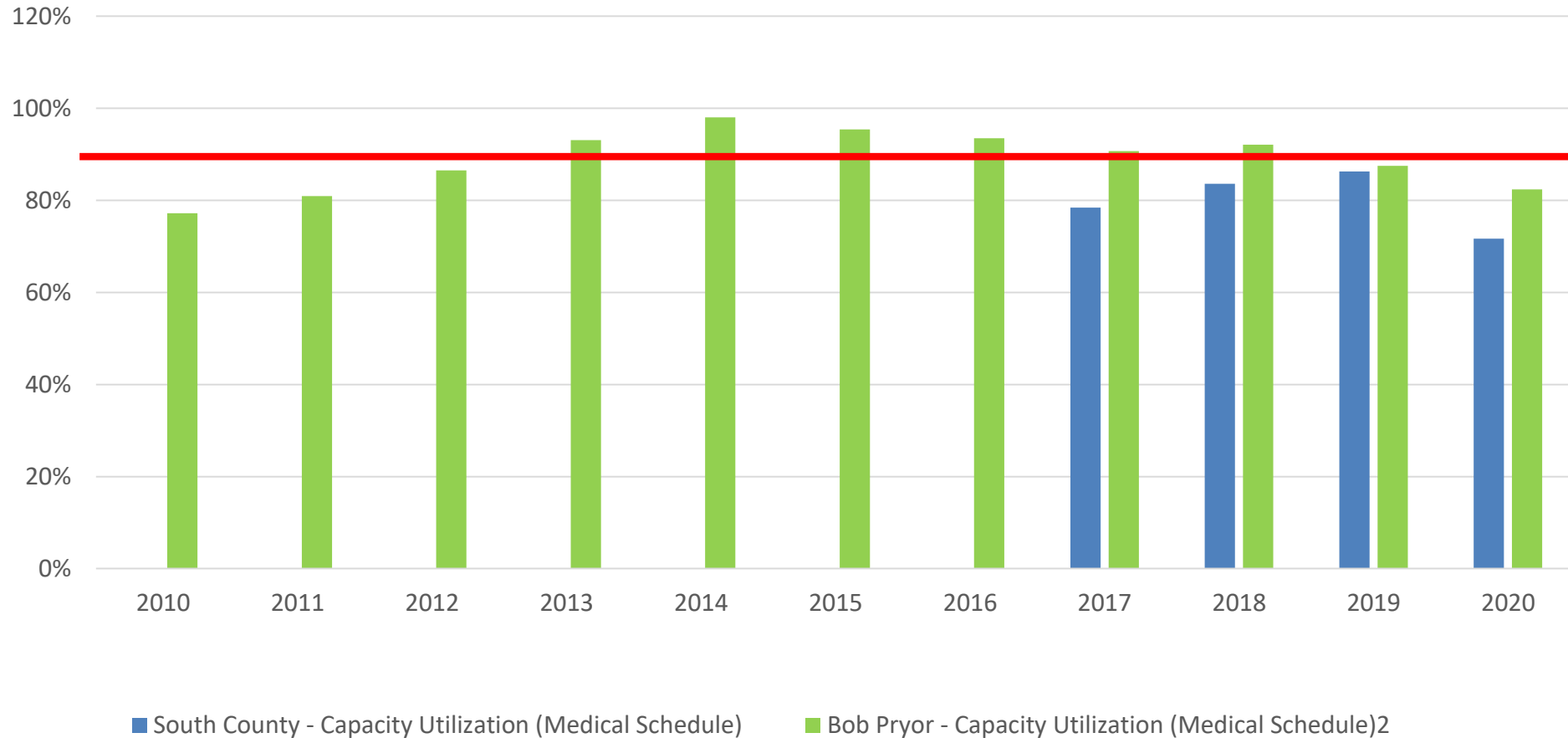
Appointment Breakdown Trend



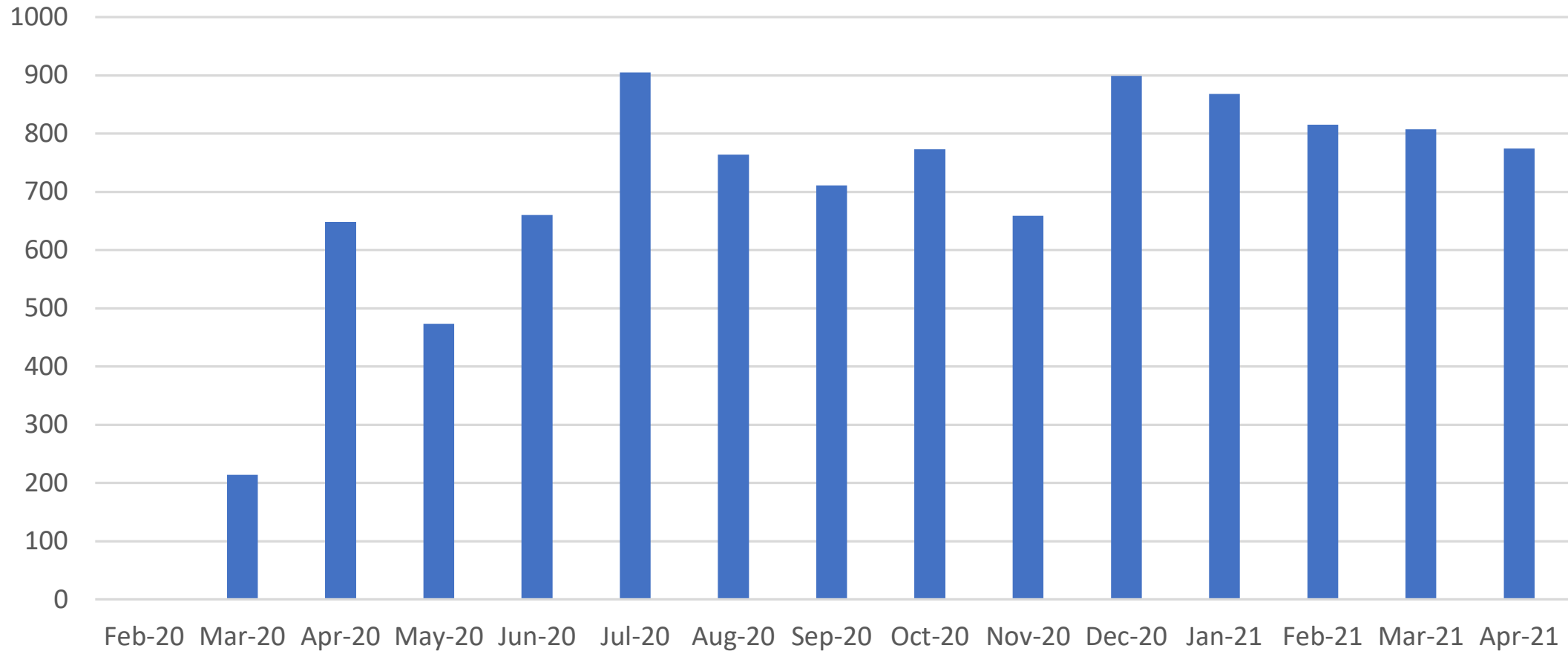
Appointment Utilization



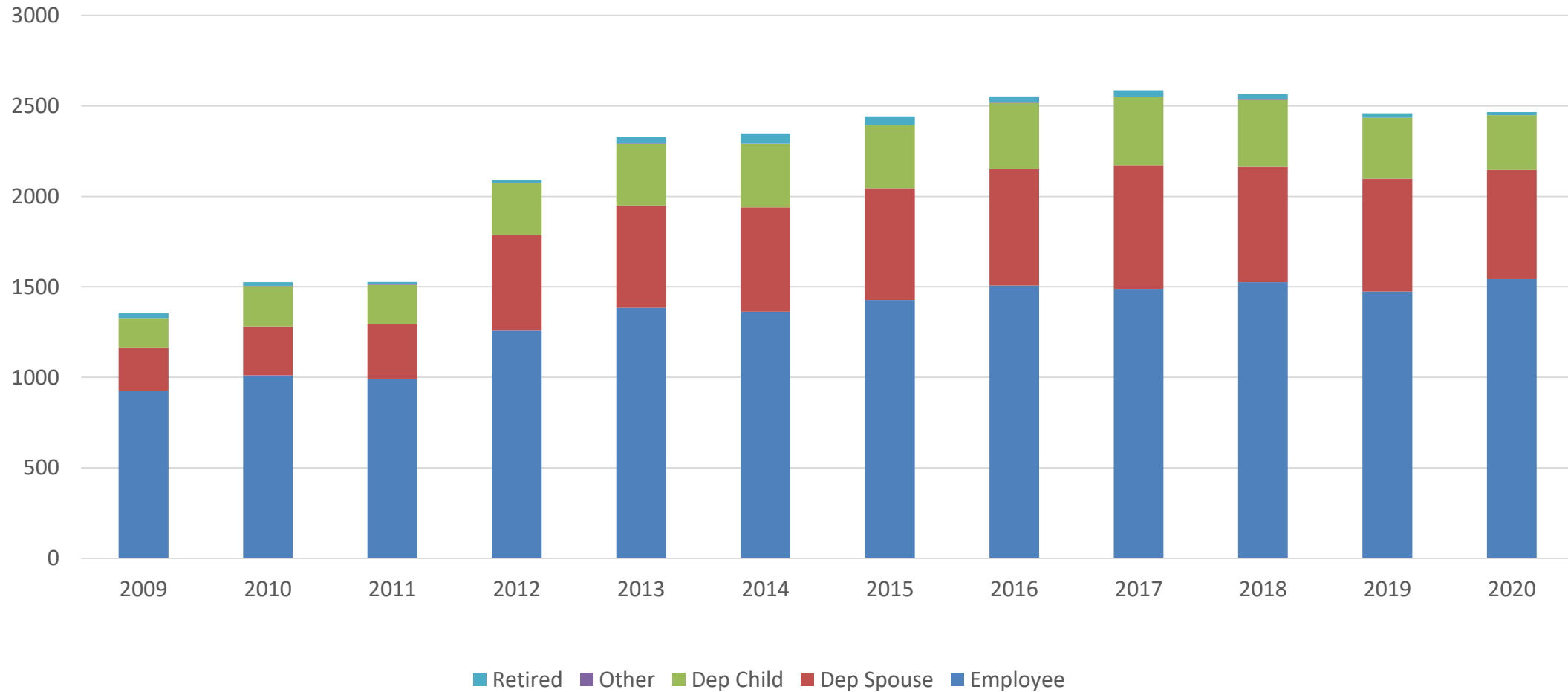
Provider Utilization Since Inception



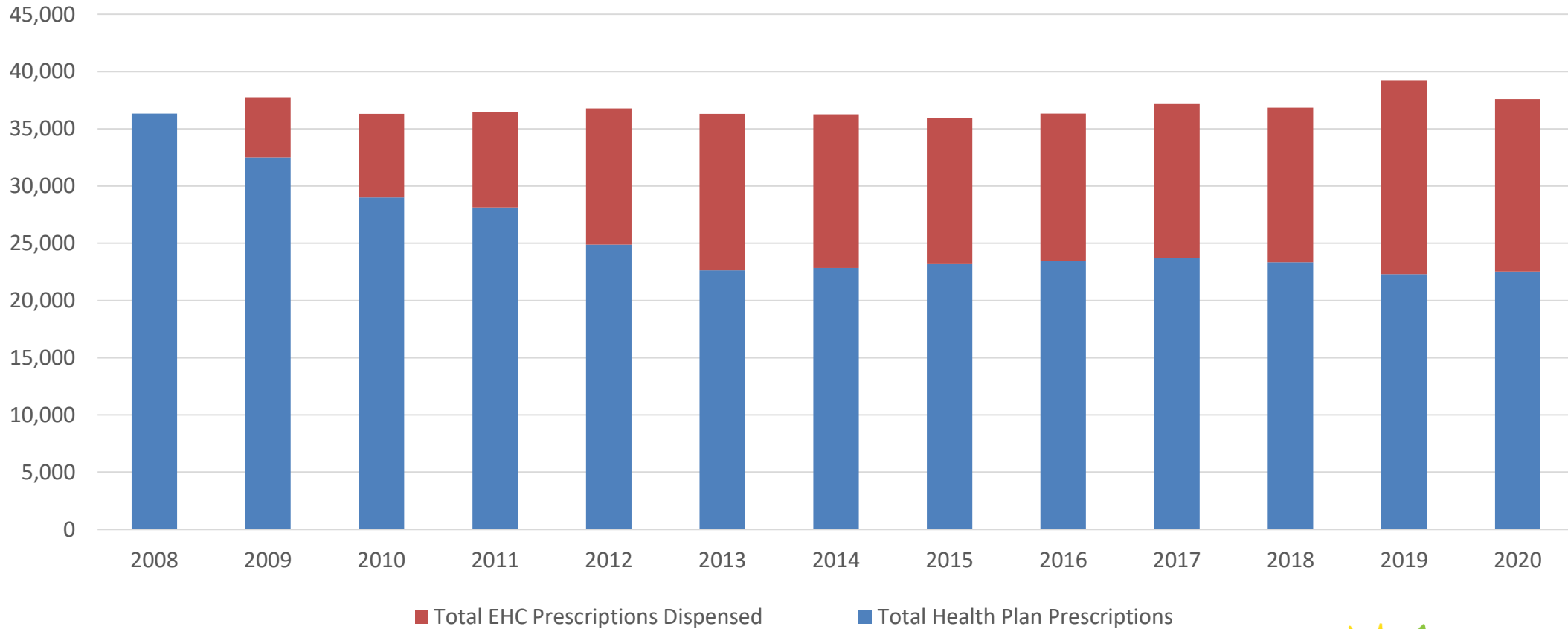
Telehealth Visits



Unique Patient Participation

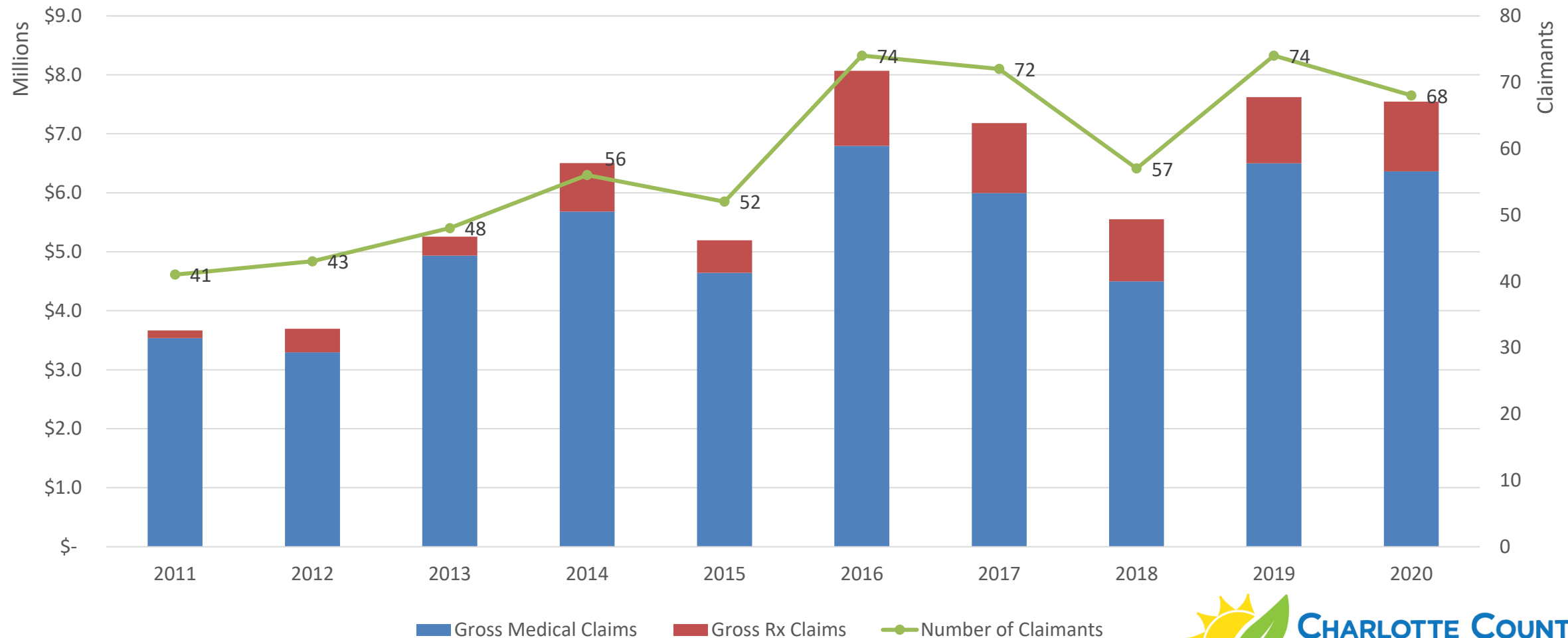


Rx Utilization Trends: Health Plan and Employee Health Center

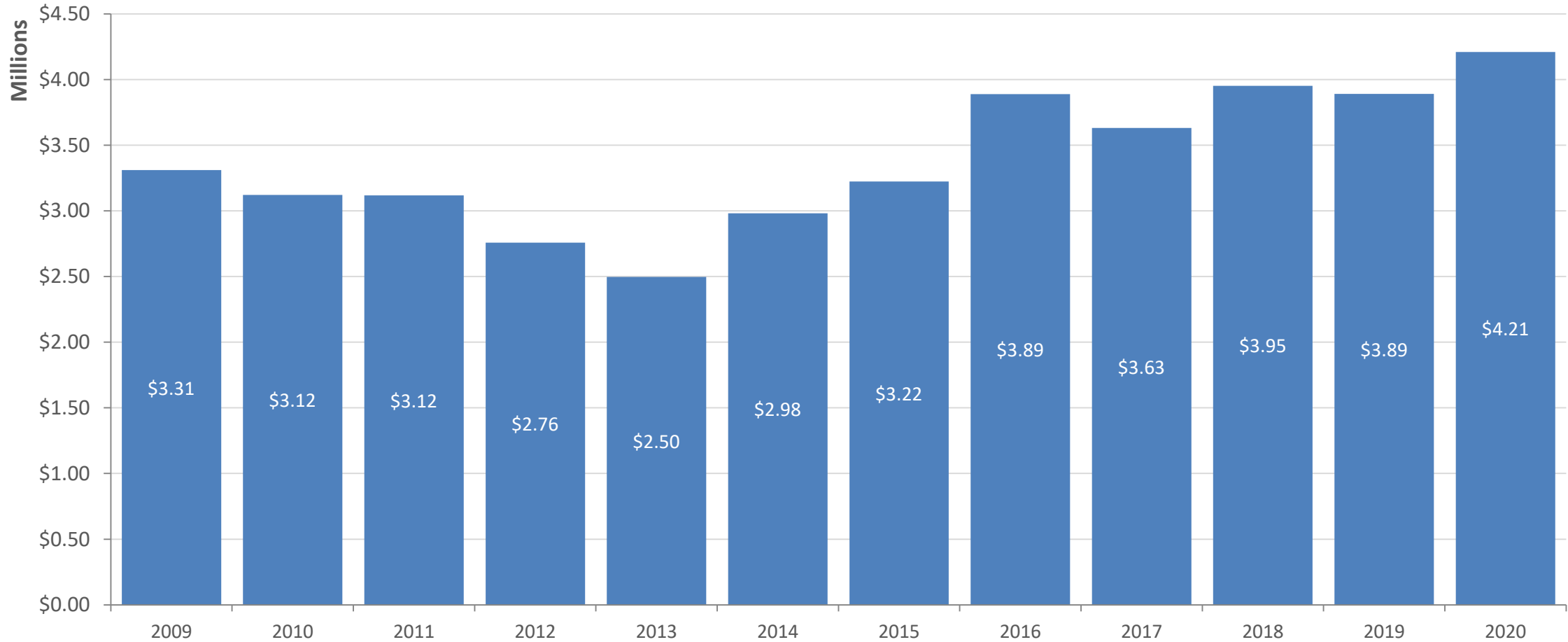


Impact of High Cost Claimants

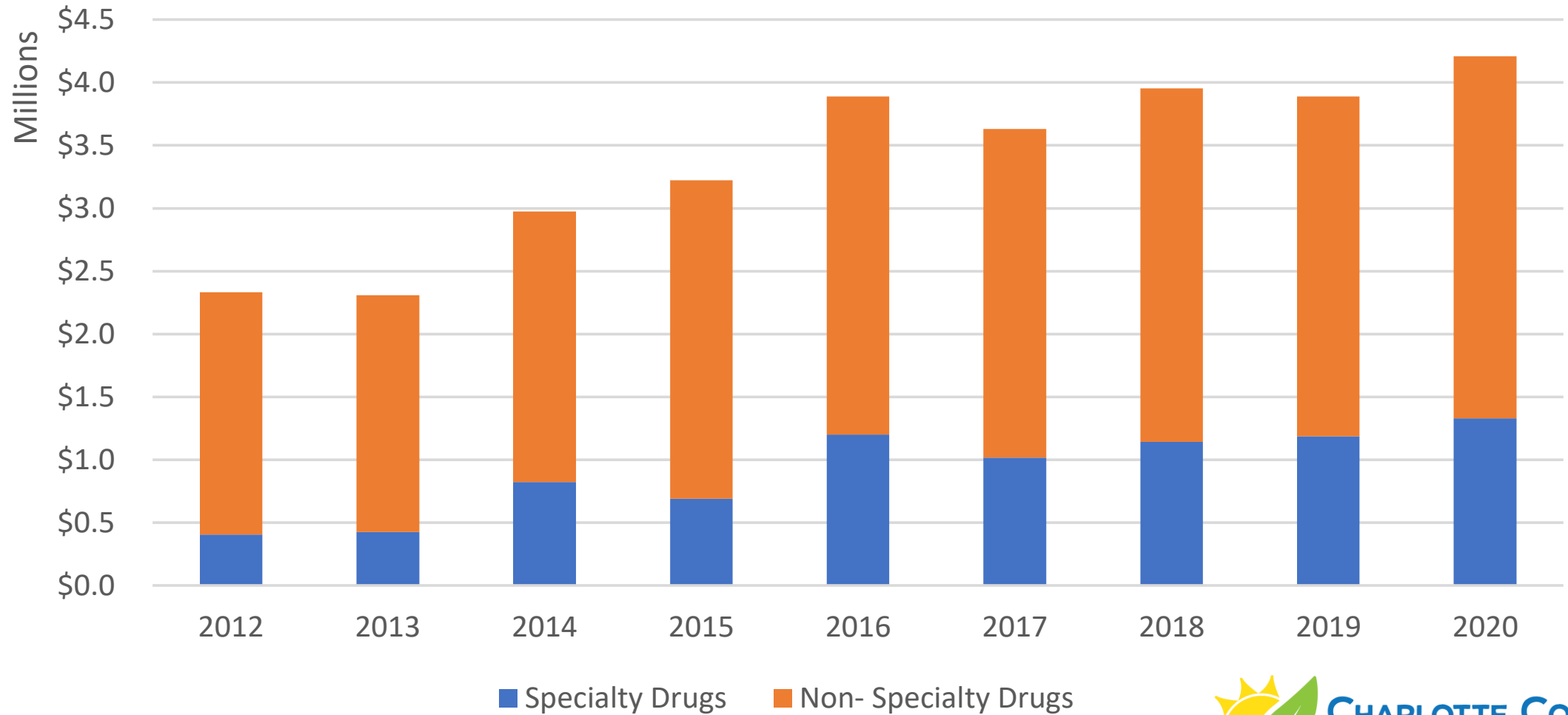
(Medical and Prescription Claims for Members >/+ \$50,000)



Health Plan Rx Costs



Specialty Drugs



On-site Pharmacy

- Currently operating as a dispensary with the physician serving as the dispenser.
- Migrating to function as a “closed pharmacy” governed by the Board of Pharmacy which separates the roles of prescribing and dispensing
- Utilize a Pharmacy Tech with virtual Pharmacist review
- MyHealth Onsite pioneered with Pasco County School Board

On-site Pharmacy

- Expanded formulary – both generic and specialty drugs
- Intake process for electronic prescriptions to include those sent from outside providers
- Cost savings to County as usage shifted from Cigna to Health Center
- Cost savings to employees as more Rx available
- Cost savings in reduced provider time

On-site Pharmacy

	2020 Plan Year Cost	Recent Plan Cost/Rx	Onsite Pharmacy Cost/Rx	Variance
Humira Pen (arthritis)	\$216,283	\$5,970	\$2,900	51%
Enbrel (arthritis)	\$69,927	\$5,827	\$2,300	61%
Jardiance (diabetes)	\$80,648	\$514	\$205	60%
Otezla (psoriasis)	\$165,354	\$3,675	\$1,559	58%
Average Pharmacy Program Savings Projection				35%

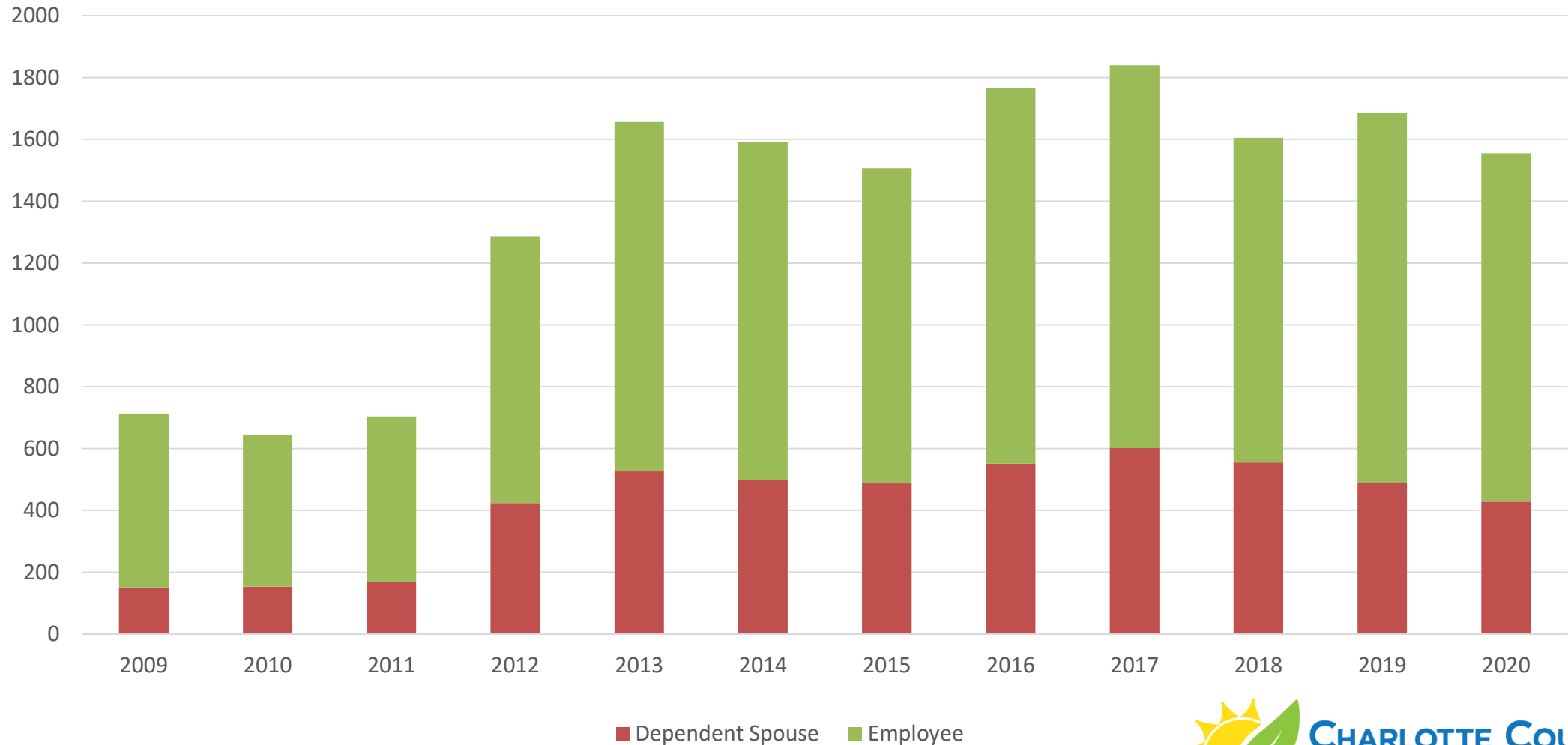
On-site Pharmacy

Pasco Went Live	2/1/2021
Facility Build Out and Modifications	5/15/2021
Site Scope Application	6/16/2021
Pharmacy Application	6/16/2021
Pharmacy Staff Recruiting	7/31/2021
Pharmacy Staff Onboarding	8/31/2021
Prescription Formulary Build Out	8/1/2021
Prescription Co-Pay Tiering	8/1/2021
Pharmacy Prescription Stocking	9/1/2021
Pharmacy Platform Implementation	9/1/2021
Member Marketing Development	9/1/2021
“Soft” Go Live Target Date	9/15/2021



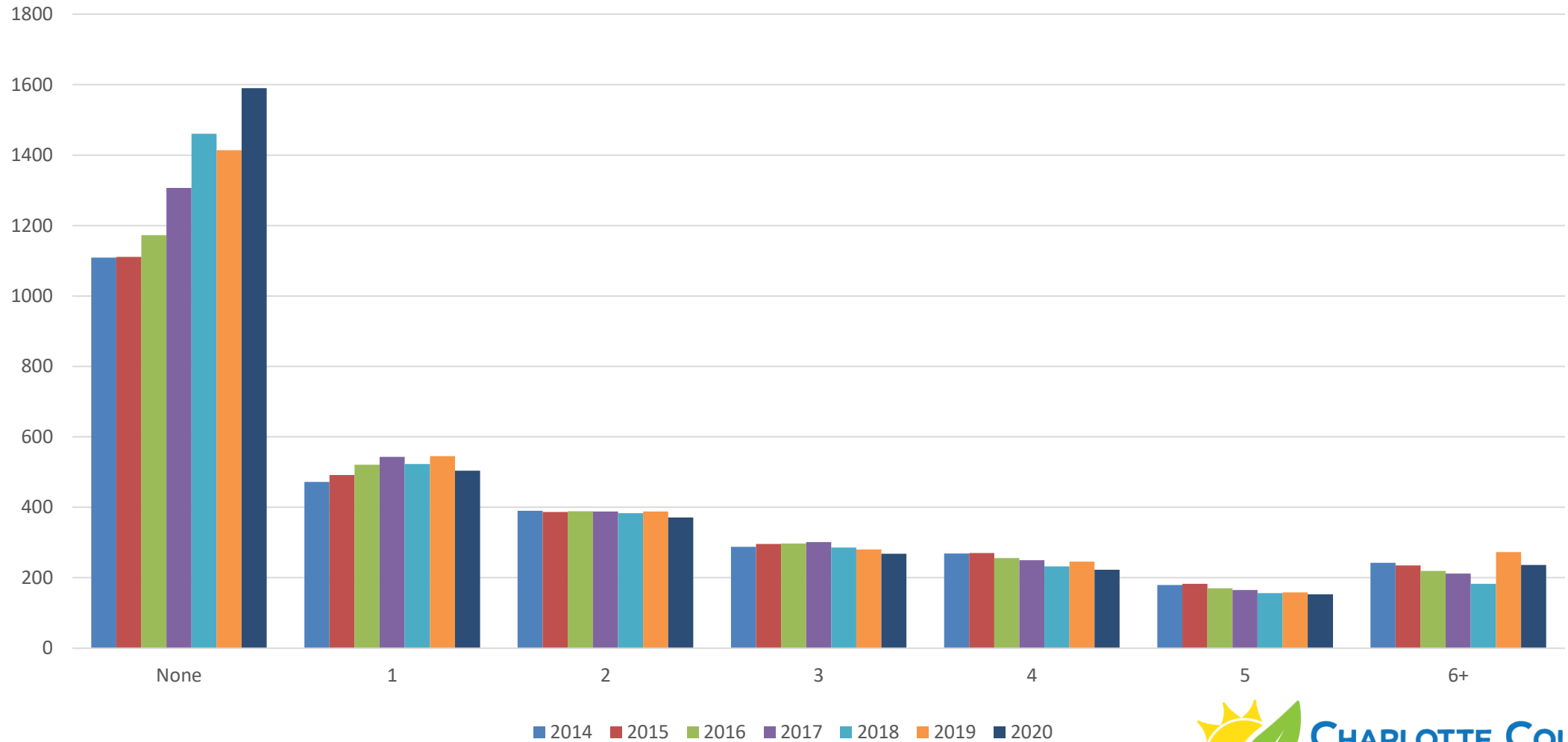
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PHRA Participation Trend



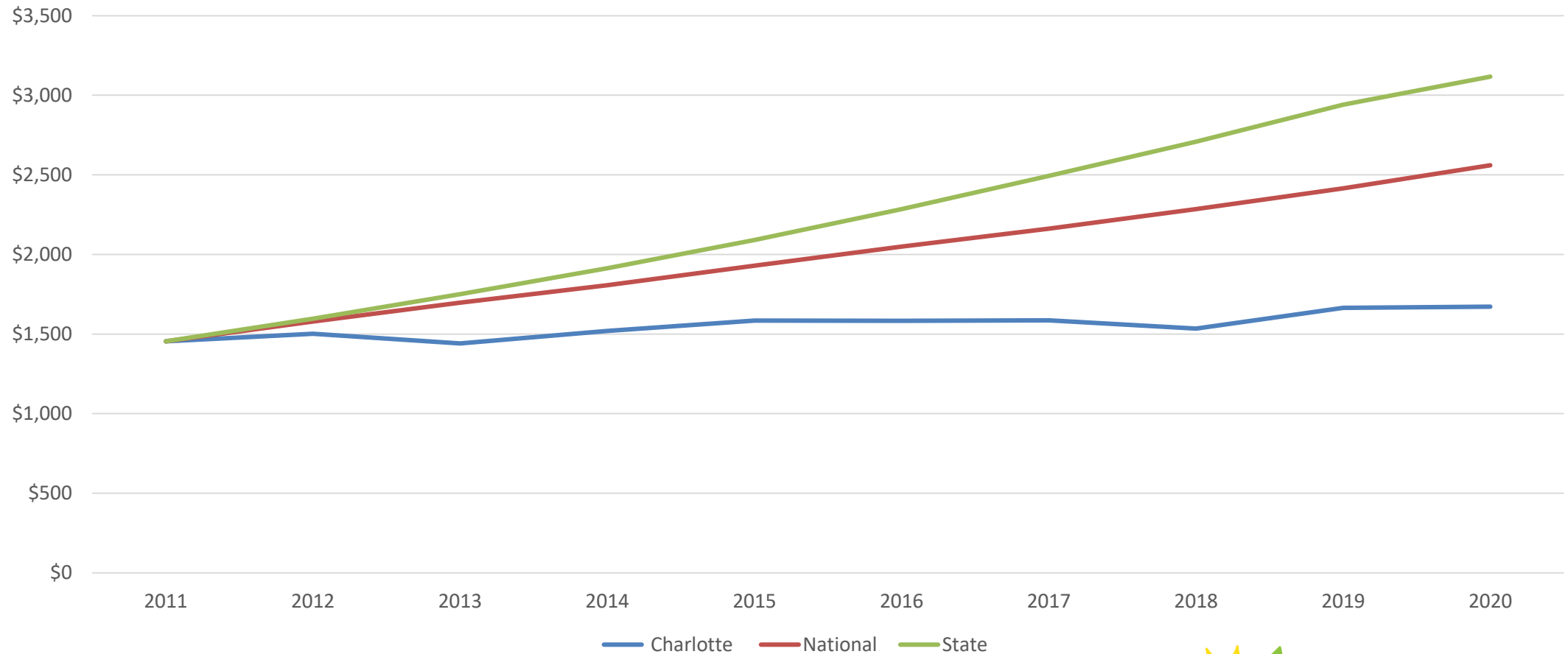
Movement by Number of Risk Factors

Number of Chronic Diagnosis/Conditions Per Member



Projected Savings

Cost per employee per month



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Run – Grow – Transform (RGT)



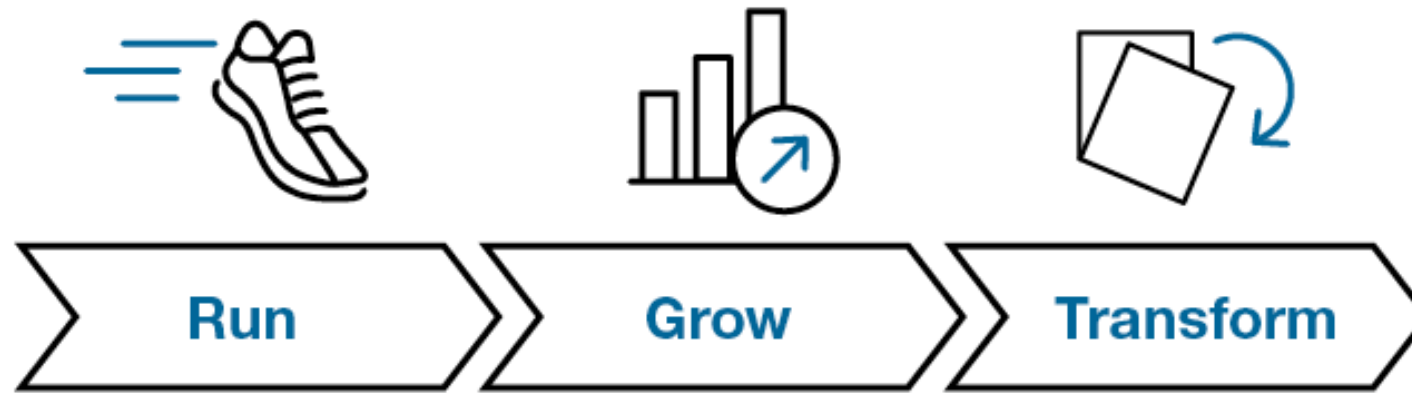
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IT Equipment & Software Inventory

	2010	2020
PCs & Laptops	1348	1418
Applications	202	111
Virtual Servers	178	375
Physical App & Data Servers	23	2
Server Appliances (Hosts & Storage)	44	38
Infrastructure Gear (switches, Firewalls, Wireless Access Points and routers)	307	639
IP Phone System (Callmanagers, Call Center, Voicemail and Emergency Responder)	9	16
IP Phones (analog and digital lines)	818	4436
Tablets	0	267
Smart Phones	25	405
Desktops	1011	424
Laptops	337	994

Information Technology

The **Run-Grow-Transform** Model

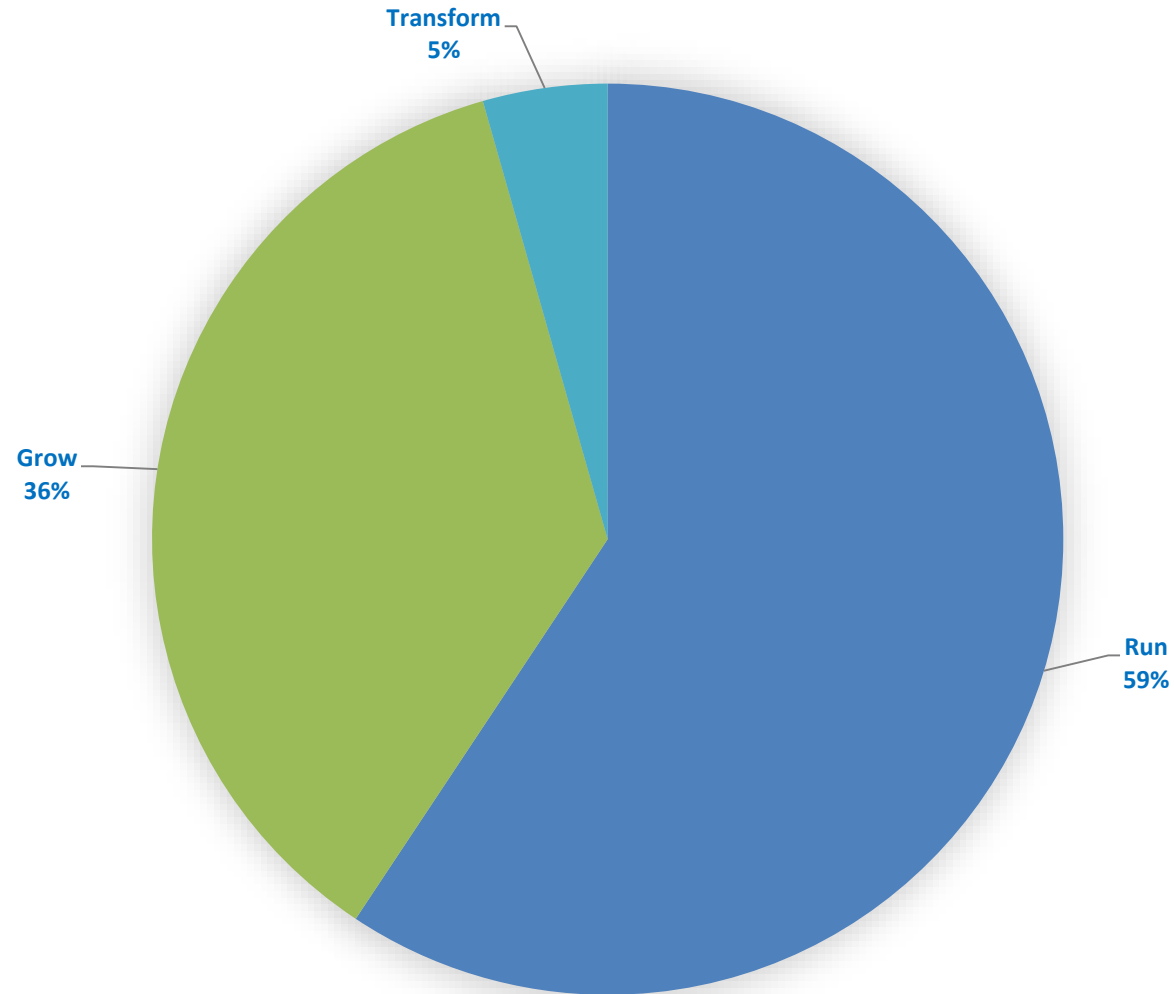


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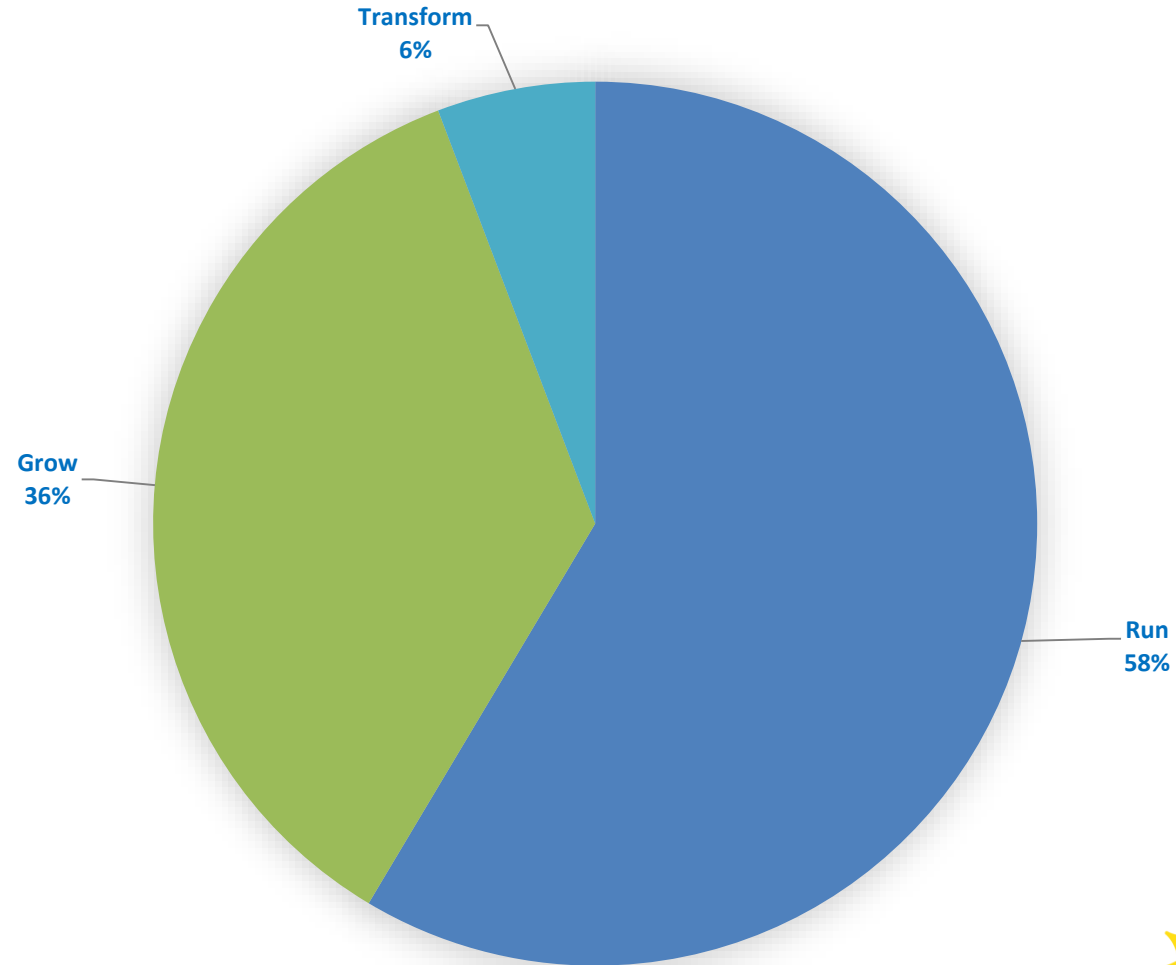
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IT Resources FY20 (Actual)



IT Resources FY21 (Budgeted)



RGT Accomplishments

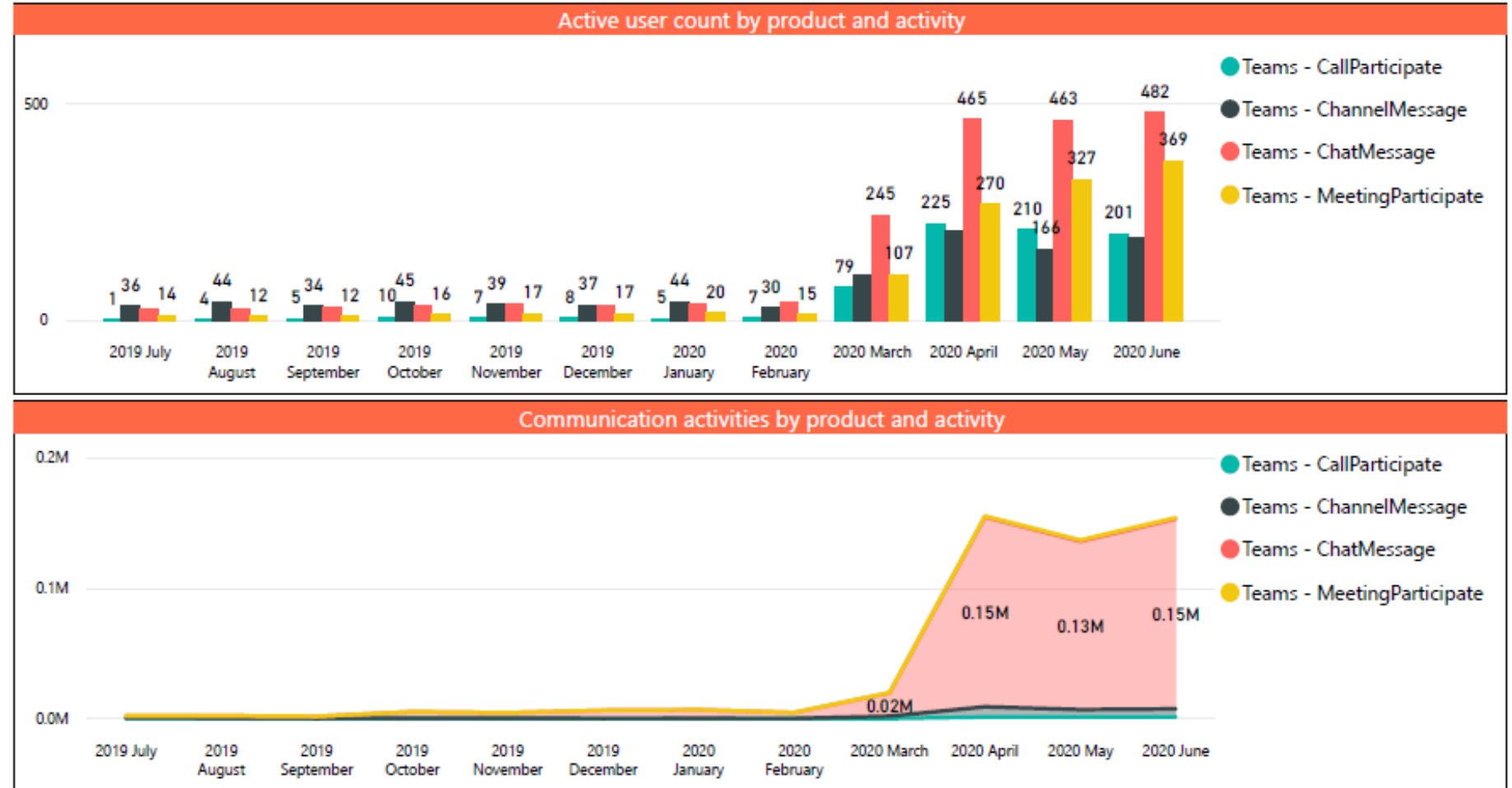
- Enhanced Data Analytics/County Wide Centralized Data Warehouse – Self Service Power BI
- Chat Bot Pilot
 - Animal Control Pilot determined not feasible as a department-maintained application
- App for damage assessment
 - Configured a process using existing tools for Building and Construction Services to conduct more detailed damage assessments
- Electronic Document Review - EPermitHub launched 3/7/2020
 - Review times decreased average of 27% for new single-family homes
 - Number of reviews completed in 30 days or less has seen a five-fold increase

RGT Accomplishments

- Asset Management Software - CityWorks implementation in progress
- GIS Integration of Asset Management System - CityWorks
- Remote Work Force and Telecommuting
 - Transformed our ability to remote work and developed with HR/Risk formal telework policy for post pandemic
- Address Attribute Asst. and Addressing Automation
 - Automation of Addressing tasks for Community Development and 911

RGT Accomplishments

- Collaboration – MS Teams
- Online Interviewing



RGT Accomplishments

- Wireless Network Upgrade
 - Enterprise wireless network upgrade improving coverage, speed and providing flexibility for the mobile workforce.
- Phone System Upgrade –
 - Extending soft phone licensing for remote work force; improved granularity of location for 911 response
- Server/Storage Upgrade
 - 300 servers and 400 TB data migrated
- CCSO Network Upgrade
 - improved security, CJIS compliance and performance by redesigning and upgrading the CCSO network and firewalls.

RGT Accomplishments

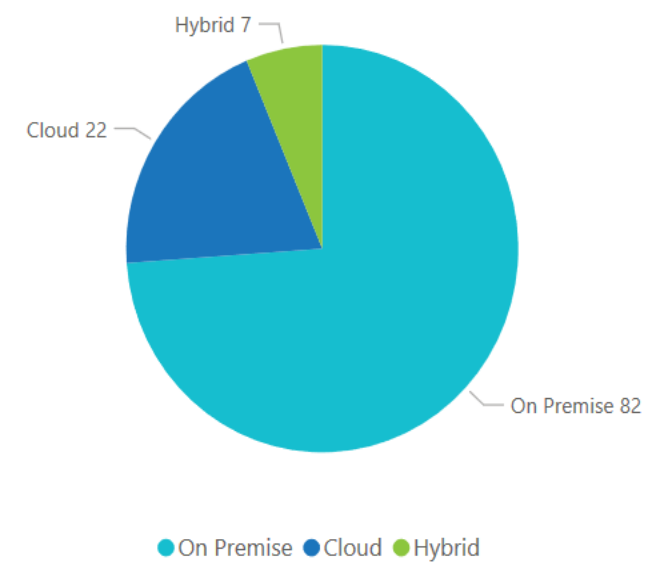
- Landfill Network Upgrade
 - increased to 1Gbps wireless from T1 speed (1.5 Mbps)
- Camera Technology
 - Facilities is implementing the first phase of the Genetec Camera and Door Access system
- Facilities HVAC Control Center
 - Wide-screen wall monitors and computer in place
- Enhanced Network Access Control

RGT Accomplishments

- Capital Projects Map Dashboard –
 - Providing online real-time project data using GIS for county projects
- Office 365 license upgrade
 - Greatly improved visibility and security of our Microsoft Enterprise applications with enhanced monitoring, alerting, reporting and management capabilities
- Vaccine site support
 - Provided IT support and equipment to multiple sites with county staff and CTC interns
- Remote VPN Enhancements
 - Upgrade of firewalls increasing Global Protect capabilities & enhancing capacity/support of the mobile workforce



Application Types

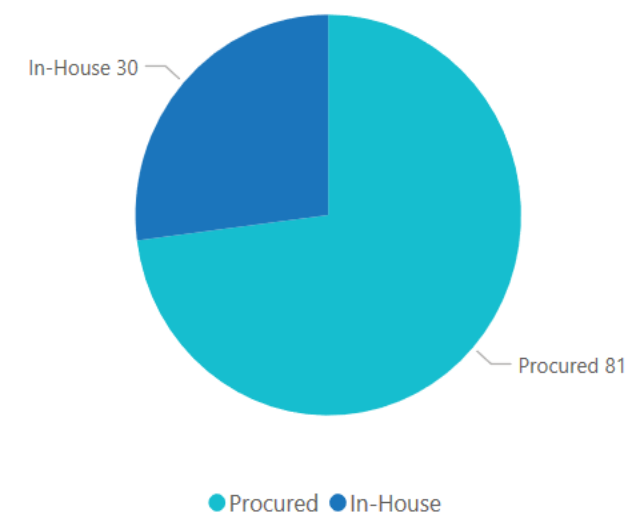


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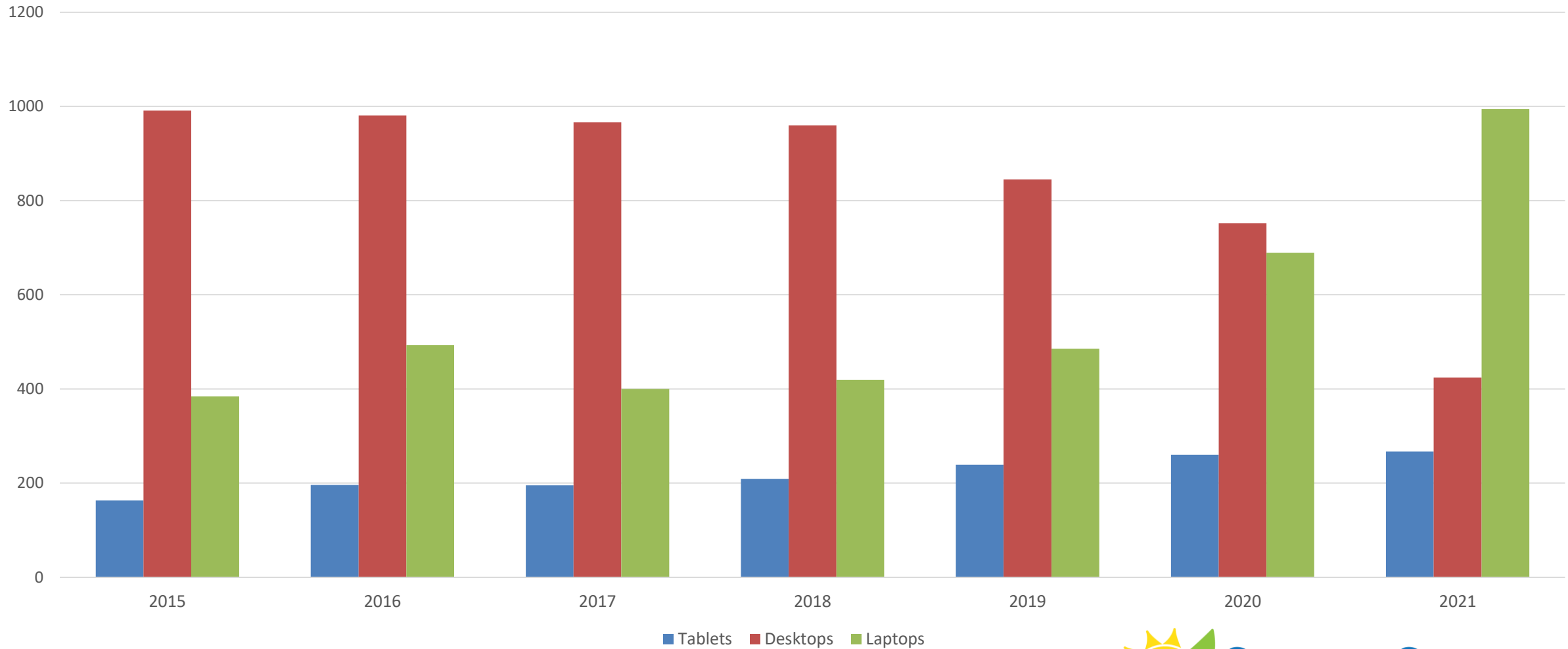
Supported Applications

132 Integration Jobs

Acquired Source



Endpoint Hardware Distribution



Self Service Business Intelligence Initiative

Putting data and information in the hands of county employees who need it, when they need it.

- Pilot Concluded – January 2020
- Initiative Kickoff September 2020
 - 2 open houses – Microsoft Teams Live Event
- 3 Live two-day training sessions
 - 1st in October 2020
 - 52 employees trained across 13 Departments/Divisions
 - 17 individuals have viewed the recorded training sessions
- One on One's

Examples

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Munis Transition



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Enterprise Resource Planning (ERP) System

Current System

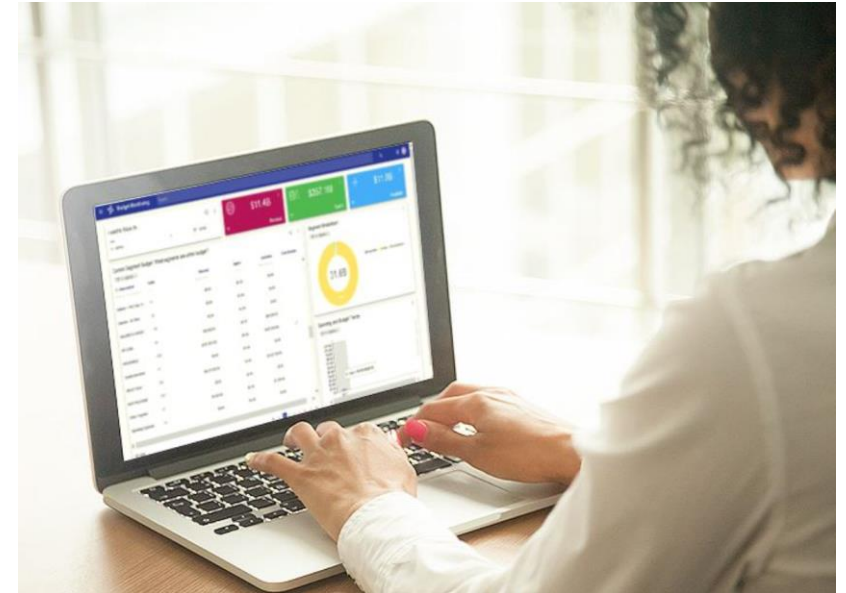
- Tyler Eden
- Owned by The Clerk of the Court
- Implemented in 2004
- Software at end of life



Enterprise Resource Planning (ERP) System

New System

- Tyler Munis
 - Core Functions
 - Financials
 - Procurement
 - HR
 - Payroll
 - Streamline Business Processes
 - Enhance Workflow
 - Web-based Access
 - Improved Transparency & Reporting



Project Planning

Currently Underway

- Project Consultant on board
 - Plante Moran
- Steering Committee
 - Clerk, BCC Staff & Consultants
- Data Collection
- Project Consultant Interviewing
 - Process Owners
 - Department Directors & End Users
- Process Mapping



plante moran



Project Planning

Next Steps

- Identify Business Gaps/Streamline Business Processes
- Identify Key Integrations
 - CityWorks, Accela, Banner, GIS, Microsoft BI
- Develop Scope to Meet County's Needs
- Contract Negotiations
- Contract with Tyler in Place – Estimated October 1st

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Achievements



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Summary of Recent Refunding Details

Total Net Present Value (NPV) Savings of \$2,693,769

Original Bond/Note

Promissory Note, Series 2012 – Murdock Village

- \$25.307M Outstanding/Refunded
- 2.95% Interest Rate
- 7/1/2022 Balloon Payment (\$18.2M)

Limited General Obligation Refunding Bond, Series 2012 – Conservation Charlotte

- \$20.905M Outstanding/Refunded
- 2.11% Interest Rate
- 12/30/26 Final Maturity

Utility Refunding Revenue Bonds, Series 2011

- \$20.4M Outstanding \$15.415M Refunded
- 4.0%–5.25% Interest Rates
- 10/01/2024 Final Maturity
- 10/01/2021 Maturity is Non-Callable (\$4.985M @ 5.0%)

FY20 & FY21 Current Refundings

Promissory Note, Series 2020 – Murdock Village

- \$25.306M Outstanding (*Dated 5/26/2020*)
- 1.77% Interest Rate
- 7/1/2027 Final Maturity

Limited General Obligation Refunding Bond, Series 2020 – Conservation Charlotte

- \$20.975M Outstanding (*Dated 9/01/2020*)
- 1.14% Interest Rate
- 12/30/26 Final Maturity

Taxable Utility Refunding Revenue Bonds, Series 2021

- \$15.415M Outstanding (*Dated 3/08/2021*)
- 0.68% Interest Rate
- 10/01/2024 Final Maturity
- 2011 Bonds will be retired on 10/01/2021
- Refunded bonds are now considered defeased

Efficiencies *

- Automated inspection sorting and scheduling – Comm Dev
- Sled Camera for inspecting pipes – Public Works
- Customer support via phone/internet – Utilities
- Curbside book pick up program – Comm Services
- Laptop vending machines – Comm Services
- Spark Hire for pre-interview screening – Human Resources
- Consolidation of generator maintenance and SOP developed – Facilities Management
- Digitization of annual inspections – Public Safety

2021 NACo Achievement Awards

- FEMA Risk Map Changes & Community Outreach
- Building a Qualified Labor Force through Creativity and Innovation
- COVID-19 Safety Plan for Hosting Events
- Education and Visioning for the Comprehensive Community Plan
- Efficient and Effective Youth Sports Council
- Recreation Facility Phased Reopening Plans 2020
- Charlotte Sports Park Security During the 2020 MLB Season
- Mosquito trap protection and vandalism reduction program
- Community Organizations Active in a Disaster Program
- Interagency Cooperation for Helicopter Public Safety Efforts
- Back 2 School Bash, Backpack Give Away
- CrossU
- Virtual Training

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Questions?



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